(b) if so, whether any action plan has been initiated by Government to make customer services more transparent; and

(c) if so, the details thereof?

THE MINISTER OF STATE IN THE MINISTRY OF PERSONNEL, PUBLIC GRIEVANCES AND PENSIONS AND MINISTER OF STATE IN THE MINISTRY OF PARLIAMENTARY AFFAIRS (SHRI S.R. BALA-SUBRAMONIYAN): (a) Yes Sir.

(b) and (c) My Ministry has been persuing the review of forms prescribed by various ministries/departments for their simplification or reduction, as may be necessary, by appropriate mechanisms. In this connection, a provision has been made in the Manual of Office Procedure vide para 154, to oblige ministries/ departments to carry out review of forms and procedures at short periodic intervals. Guidelines have also been issued recently requesting the ministries/ departments to redesign their forms, with a view to make administration more responsive and to ensure good customer service.

Setting up of Export-Oriented Refinery at Nagapattinam

1348. SHRI K.R. MALKANI: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that the Minister of State for Petroleum is pressing the Indian Oil Corporation to set up an export-oriented refinery at Nagapattinam, near his native village Thalikkottai in Thanjavur district of Tamil Nadu; and

(b) whether it is also a fact that the expert opinion is against the project?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS (SHRI T.R. BAALU): (a) and (b) Madras Refineries Limited (MRL) and Indian Oil Corporation Limited (IOC) have signed a Memorandum of Understanding in January, 1995 to establish, an EOU refinery near Nagapatnam in Tamil Nadu, if found viable.

Fixation of Prices of Petroleum Products

1349. SHRI PARMESHWAR KUMAR AGARWALLA: Will the PRIME MINISTER be pleased to state:

(a) whether it is a fact that there is a multiplicity of oil pool accounts, based on which the prices of petroleum products are fixed under the administered pricing mechanism;

(b) if so, what are the details thereof, their objectives and their respective role in fixation of prices of different petroleum products;

(c) to what extent there has been cost neutralisation or cost adjustments on account of each of these oil pool accounts in the fixation of prices and with what frequencies;

(d) whether there are any backlogs of adjustments in the prices on account of these oil pool accounts; and

(e) if so, since when and the reasons therefor?

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM AND NATURAL GAS (SHRI T.R. BAALU): (a) to (e) The pool accounts are maintained to provide uniform and stable prices to the consumers within the country and reasonable retention margin for the oil companies. The adjustments are made under the following main heads:

— Crude Oil Price Equalisation Account
— Cost & Freight Adjustment Account
— Freight Surcharge Pool Account
— Product Price Adjustment Account

The oil pool account are supposed to be self-balancing. However, deficits have arisen in the pool account since 1989-90 because the sales realisation from the products did not fully cover the cost